Subject: Re: Email Support Form
Date: Tuesday, September 27, 2022 at 5:13:46 PM Eastern Daylight Time
From: Robert Beaty
To: support@berkeywater.com
Attachments: attachment-2.png, image001.png

Hi Pamela,

I've still not heard anything from the other department. What's the update?

-Robert

From: Robert Beaty <[redacted]
Date: Tuesday, September 20, 2022 at 12:32 PM
To: support@berkeywater.com <support@berkeywater.com>
Subject: Re: Email Support Form

Hi Pamela,

I've not heard anything from the other department. What's the update? Thanks!

Get Outlook for iOS

From: Robert Beaty [redacted]
Sent: Wednesday, August 24, 2022 6:19:38 PM
To: support@berkeywater.com <support@berkeywater.com>
Subject: Re: Email Support Form

Thank you!

-Robert

From: Pamela R <support@berkeywater.com>
Date: Wednesday, August 24, 2022 at 5:49 PM
To: Robert Beaty <[redacted]
Subject: Re: Email Support Form

Hello Robert,
Thank you for your inquiry.

Your questions have been forwarded to another department. We are awaiting additional information at this time.

Pamela R
Support Specialist

t (888) 803-4438
www.berkeywater.com
|www.support.berkeywater.com

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On August 23, 2022 at 8:13 PM CDT [redacted]rote:

Hi Pamela,

I'm following up on my two questions. Thanks!

-Robert

From: Robert Beaty [redacted]
Date: Friday, August 12, 2022 at 12:59 PM
To: support@berkeywater.com <support@berkeywater.com>
Subject: Re: Email Support Form

Hi Pamela,

I'm following up on my questions.

What is the formula used to make the estimation of the 3,000 gallon life cycle of the Black Berkey element?

When will Berkey be testing to 3,000 gallons with this third-party lab and posting the results publicly?

Thanks!

-Robert

From: Robert Beaty [redacted]
Date: Friday, August 5, 2022 at 7:19 PM
To: support@berkeywater.com <support@berkeywater.com>
Subject: Re: Email Support Form

Hi Pamela,

How is it estimated? If it was never tested to 3,000 gallons, then there's no way to know if it's filtering to 3,000 gallons. That's unacceptable. When will Berkey be testing to 3,000 gallons with this third-party lab and posting the results publicly?

Thank you!

-Robert

From: Pamela R <support@berkeywater.com>
Date: Friday, August 5, 2022 at 6:10 PM
To: Robert Beaty [redacted]
Subject: Re: Email Support Form

Robert,
The 3,000-gallon life expectancy of each Black Berkey® Element is estimated based on the third-party, professional lab testing that is published on our Knowledge Base. We do not have testing to provide you showing the use of the full 3,000 gallons.

Regards,

Pamela R
Support Specialist

t (888) 803-4438
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On August 3, 2022 at 2:59 PM CDT [redacted]rote:

Hi Pamela,

Thanks for your response!

I'm not going to use the filters past the 3,000 gallon capacity, and I did not intend to.

What I am specifically asking is, where are the test results that show that 3,000 gallons is the rated capacity, and for which contaminants? I cannot find the test results that show 3,000 gallons is the filtering capacity of the filters. So, I would like a copy of those test results.

Thank you!

-Robert

From: Pamela R <support@berkeywater.com>
Date: Wednesday, August 3, 2022 at 3:41 PM
To: Robert Beaty [redacted]
Subject: Re: Email Support Form

Hello Robert,

We will not provide information that may lead a user to determine their own idea of the products lifespan. This is not a situation we would want for our customers. *We publish this specific information to inform the users of the maximum capacity for our product under normal conditions*. We do not want a situation that could lead a customer into "thinking" they do not have heavy metals in their water source and use that to extend its use past the recommended lifespan. This is why we provide the information we do and strongly recommend our customers stay with in the recommended limits.

Regards,

Pamela R
Support Specialist
t (888) 803-4438
www.berkeywater.com
|www.support.berkeywater.com

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On July 28, 2022, 6:51 AM CDT [redacted] wrote:

Hi Pamela,

Thank you for your response! That is helpful clarification on that article I linked to.

I'm still wondering about my other two questions I asked, what about the 3,000 gallons and the test results?

Thank you for your time!

-Robert

From: Pamela R <support@berkeywater.com>
Date: Wednesday, July 27, 2022 at 6:03 PM
To: [redacted]
Subject: Re: Email Support Form

Hello Robert,

Thank you for reaching out to Berkey® Water Systems.

The referenced article is used as an indicator, as to when to replace the elements under normal conditions. It is not meant to be used in a way to determine if continued use would be acceptable.

It is not a good practice to provide information that a customer may use to run the product past it's recommended lifecycle. This is why the information provided in the article is justification to not operate the filters past the recommend life cycle.

To determine if your Black Berkey® Elements are functioning properly, we suggest owners perform the red food color test. See the following article for a full explanation:
https://berkeywaterkb.com/what-is-the-red-food-coloring-test-

and-how-do-i-do-it/

Let us know if you have any further questions.

Pamela R
Support Specialist

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|www.support.berkeywater.com

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On July 26, 2022 at 8:18 PM CDT
support@berkeywater.com wrote:

Your Name
Robert Beaty
Your Email
[redacted]
Please describe how we may help you today:

Hi!

I read in the Knowledge Base - https://berkeywaterkb.com/what-happens-if-i-use-my-black-berkey-elements-after-3000-gallons/ - that after 3,000 gallons, heavy metals start to come through the Black Berkey Element, but that other contaminants are still filtered. I have several questions regarding this:

-How did y'all determine that 3,000 gallons is when heavy metals come through? I do not see those test results on your test results page here - https://berkeywaterkb.com/black-berkey-purification-elements-test-results/

-You said other contaminants are filtered past 3,000 gallons. Which ones? For how long, or how many more gallons beyond 3,000 gallons? Where are the test results showing that these?

Thank you!

Sincerely,

Robert